

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: ACCOUNTS RECEIVABLE CLERK

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform clerical work associated with collection of fees for emergency medical services, ambulance services, Sheriff's Dept. or other fees/services. Duties and responsibilities include pursuing collection of patient accounts, researching accurate billing/mailling information, generating bills and insurance claim forms, receiving and recording payments, reviewing overpayments on accounts, reviewing delinquent accounts, forwarding delinquent accounts to collection agencies, preparing estate claims and bankruptcy claims, performing data entry, processing documentation, and maintaining records. Sheriff's Department assignment reports to Administrative Supervisor. Ambulance Service assignment reports to Administrative Support.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Processes accounts receivable; posts payments to appropriate accounts; records payments and issues receipts; balances daily receipts and prepares bank deposits; verifies daily bank deposits; forwards or transports deposits as appropriate.

Balances monthly accounts receivables computer journals.

Reviews/analyzes accounts due to overpayments or other discrepancies; researches partial or duplicate payments; makes appropriate adjustments to accounts; processes paperwork to issue refunds as appropriate.

Reviews delinquent accounts; initiates forwarding of delinquent accounts to collection agencies; communicates with collection agency personnel regarding accounts placed for collection; recommends accounts for write-off.

Processes payments received from collection agencies; applies credit to appropriate patient accounts.

Performs data entry functions by keying data into computer system.

Maintains file system of departmental records; releases information to authorized individuals or agencies; adheres to legal guidelines pertaining to confidentiality of records, release of information, records retention timeframes, or other requirements.

Prepares or completes various forms, reports, correspondence, billing statements, or other documents.

Receives various forms, reports, correspondence, payments, remittances, bankruptcy records, newspapers, laws, policies, procedures, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, database, accounts receivable, or other software programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Performs general/clerical tasks, which may include typing documents, making copies, sending/receiving faxes, filing documentation, processing incoming mail, or preparing outgoing mail.

Answers incoming telephone calls; provides information and assistance; records/relays messages or directs calls to appropriate personnel; retrieves messages from voice mail; returns calls as necessary.

Responds to complaints and questions related to billing account balances, or related activities; provides information, researches problems, and initiates problem resolution.

Communicates with supervisor, employees, other departments, attorneys, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains confidentiality of departmental documentation and issues.

Maintains a comprehensive, current knowledge of requirements of applicable laws/regulations; reads professional literature; attends workshops and training sessions as appropriate.

Assignment to Ambulance Service may involve the following additional tasks:

Conducts research necessary to obtain correct billing/mailling information; obtains insurance information, hospitalization information, employment information, or other relevant data; obtains diagnostic billing codes for correct billing for physician/medical services as needed; researches correct addresses for returned mail.

Generates monthly billing statements; reviews for accuracy; distributes appropriately.

Receives remittances in payment of departmental services.

Pursues collections of patient accounts for departmental services fees; initiates telephone calls to obtain accurate billing information and to collect payments on accounts.

Generates insurance claim forms; submits to insurance carriers and patients.

Prepares or completes various insurance claims and liens.

Responds to complaints and questions related to insurance; communicates with insurance companies, medical providers, and patients to coordinate work activities, review status of work, exchange information, or resolve problems.

Enters patient demographic information, medical information, financial information, and other pertinent information into computer.

Receives various correspondences from patients, insurance companies, employers, or other individuals/agencies regarding patient accounts; responds to correspondence and provides information as appropriate.

Reviews and copies patient assessment forms for subpoenas.

Contacts insurance companies to verify patient insurance coverage; contacts employers to verify worker's compensation insurance information for job-related employee injuries; receives and processes authorizations of payment from TennCare and other insurance companies.

Reviews bankruptcy cases and makes appropriate adjustments to accounts; reviews and files coroner's reports; prepares estate claims and bankruptcy claims on outstanding accounts; files claims with court.

Receives various claim forms, insurance cards, patient assessment forms, coroner's reports,

May provide backup coverage for Communications Officers as needed; operate telephones, communications equipment, and emergency management computers associated with police, fire, and E-911 communications; receives/screens routine and emergency calls; categorizes and prioritizes calls; dispatches appropriate agency personnel to incident locations; maintains communications with all parties involved in emergency situations; monitors location of police units; assists emergency personnel in locating addresses; records information pertaining to calls/incidents in computer.

Assignment to Sheriff's Department may involve the following additional tasks:

Meets with auditors semi-annually; supplies necessary reports, documents, invoices, etc.

Maintains five accounts including: Federal DEA (Drug Enforcement Agency), U.S. Customs, seized monies, Narcotics division (confidential), and general fund accounts.

Prepares checks for distributing the fines and cost, cash bonds, executions, etc. to the proper courts; reimburses attorneys for unserved civil warrants.

Maintains three sets of books for Narcotics Division; processes all confidential accounts payables and accounts receivables; makes disbursements from confidential fund.

Processes all accounts payables for Narcotic Division; prepares pre-approval forms and forwards for signature; reviews invoices for accuracy of charges; prepares requisitions for payment; reconciles monthly budget reports.

ADDITIONAL FUNCTIONS

Conducts various errands as needed, which may include delivering mail, transporting documentation to/from courthouse, or other errands.

Provides assistance or backup coverage to other employees or departments as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by college level course work or vocational training in office administration and personal computer operations; supplemented by 6 months previous experience and/or training involving medical/ambulance insurance claims processing, patient account billing, collections, bookkeeping, record maintenance, office administration, customer service, and personal computer operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Performance of Communications Officer duties and public safety dispatching tasks may require Emergency Medical Dispatcher certification, First Aid certification, and CPR certification. May require possession and maintenance of a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (10-20 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Tasks: walking to copier/scanner, fax, and other offices (including the courthouse), standing to scan documents, run the mail machine.

Surface: hard tile, carpet

Estimated Total Hours: 1-2 **Maximum Continuous Time:** 1

2. SITTING

Tasks: data entry

Estimated Total Hours: 6-9 **Maximum Continuous Time:** 4

(Depending on if working a 4 or 5 hour day. Breaks are always offered, however not recommended.)

3. LIFTING/CARRYING**Objects:** boxes of envelopes, copy paper, files, mail, run report books

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X			
11-25 lbs				X	
26-50 lbs					X
51-75 lbs					X
76-100 lbs					X
>100 lbs					X

4. PUSHING/PULLING**Objects:** run report books, copy paper**Height of hands above floor during push:** 5 to 6 feet**5. BENDING/SQUATTING/KNEELING****Tasks:** retrieving run report books from various shelf heights**Frequency:** possibly 1-2 times a week; occasionally could be 1-4 hours if researching ambulance calls for 2 to 3 days (happens about 2-3 times a year)**6. REACHING****Tasks:** retrieving run report books, copy paper**Hands Used:** RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	To and away from body	Once a day	A few minutes at a time	< 10 lbs
21-36"	To and away from body	Once a day	A few minutes at a time	<10 lbs

7. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise (general office)	X	
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces (using appliances in the kitchen)	X	
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	99 % of time
Outside	1 % of time

8. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting (at desk)	X	
Sweeping/Mopping		X
General Cleaning		X
Handling Trash		X

9. LIST TOOLS, EQUIPMENT AND MATERIALS USED

Computer, calculator, phone system, copier/scanner, fax machine, mail machine, shredder

10. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		Most of the workday
Grasp		X	
Fine Motor i.e: writing, twisting hands or wrist, etc	X		Most of the workday

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date